



RYAN NELSON

It Manager

CONTACT INFORMATION



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Portland, OR 12345

KEY SKILLS

- Multi-department leadership (60+ FTE)
- Operating and capital budget ownership (\$24M+)
- Epic and EHR operations
- HIPAA / HITRUST / NIST
- Board and audit committee reporting
- M&A and affiliate IT integration
- Org design and workforce planning
- Vendor and MSP governance
- Incident response and breach remediation
- Strategic roadmap and PMO

ABOUT ME

Director of IT with 19 years of experience scaling technology functions in healthcare and higher education. Currently runs a 62-person department covering infrastructure, applications, security, and PMO at a regional health system. Trusted partner to the CIO, CFO, and audit committee.

PROFESSIONAL EXPERIENCE

Director of IT Operations

Cascadia Mercy Health Network, Portland, OR | 2019 - Present

- Own a department of 62 (4 managers, 7 leads, 51 engineers and analysts) supporting 6,400 staff across 3 hospitals and 22 clinics.
- Manage an annual operating budget of \$24.8M plus a 3-year capital plan presented to the audit committee each spring.
- Sponsored the Epic Community Connect program that onboarded 4 affiliate clinics in 2023 without missing a planned cutover date.
- Led the response and 60-day remediation after a regional vendor breach exposed authentication tokens; HHS reporting handled without enforcement action.
- Restructured the department in 2021 from siloed teams into a product-aligned model; voluntary attrition dropped from the high teens to single digits.

Senior IT Manager, Clinical Applications

Cascadia Mercy Health Network, Portland, OR | 2015 - 2019

- Managed 21 analysts and developers across Epic, Kronos, and ancillary clinical systems.
- Led the Epic 2018 upgrade across two hospitals on a \$6.2M program budget.
- Stood up a clinical informatics steering committee that still meets monthly.
- Built the on-call coverage model that survived the COVID surge with no clinical-system outages over 30 minutes.

IT Manager, Enterprise Systems

Willamette State University, Salem, OR | 2010 - 2015

- Ran a team of 9 supporting Banner ERP, identity, and email for 18,000 students and 2,200 employees.
- Led a single-sign-on rollout (Shibboleth then Azure AD) that retired 7 standalone login pages.
- Co-chaired the data governance council and authored the records retention policy adopted in 2014.
- Managed a \$4.1M operating budget and the annual capital request to the board of regents.

Systems Engineer, Senior

Northrim Federal Services, Anchorage, AK | 2006 - 2010

- Engineered Active Directory and Exchange environments for 4,200 federal civilian users.
- Held a Public Trust clearance; supported NIST 800-53 audit cycles annually.
- Designed the email archiving solution that became a regional standard.
- Promoted twice in 4 years from systems engineer to senior.

EDUCATION

MBA, Willamette University, 2014

B.S. in Management Information Systems, University of Oregon, 2005

CISSP, 2013; CISM, 2017

Epic Clinical Administration certification, 2016